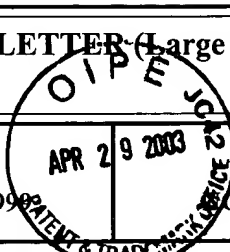
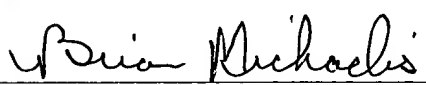
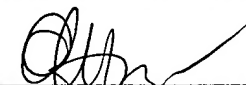


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AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 20496/2	
Applicant(s): Mangipudi et al.					
Serial No. 09/451,592	Filing Date November 30, 1999		Examiner GUYEN, Thu Ha T	Group Art Unit 2155	
Invention: METHOD AND APPARATUS FOR PROVISIONING, ASSIGNMENT, MEASUREMENT AND AUDIT SERVICES PROVIDED TO CLUSTERED NETWORK SITE USERS, AND TO GENERATE SERVICE LEVEL AGREEMENT REPORTS					
<u>TO THE ASSISTANT COMMISSIONER FOR PATENTS:</u>				RECEIVED MAY 01 2003 Technology Center 2100	
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	16 -	20 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$84.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ A duplicate copy of this sheet is enclosed. <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Commissioner is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-0369 A duplicate copy of this sheet is enclosed. <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.					
 _____ Signature			Dated: April 23, 2003		
Brian L. Michaelis, Esq. (Reg. No. 34,221) BROWN RUDNICK BERLACK ISRAELS LLP One Financial Center 18th Floor, BOX IP Boston, MA 02111 Customer No. 21710 Tel: 617-856-8369 Fax: 617-856-8201					
I certify that this document and fee is being deposited on 04/23/03 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.  _____ Signature of Person Mailing Correspondence Carmen M. Constantinescu _____ Typed or Printed Name of Person Mailing Correspondence					
CC:					

CERTIFICATE OF MAILING BY FIRST CLASS MAIL (37 CFR 1.8)

Applicant(s): Mangipudi et al.

Docket No.

20496/2

Serial No.

09/451,592

Filing Date

November 30, 1999

Examiner

NGUYEN, Thu Ha T

Group Art Unit

2155

Invention: METHOD AND APPARATUS FOR PROVISIONING, ASSIGNMENT, MEASUREMENT AND
AUDIT SERVICES PROVIDED TO CLUSTERED NETWORK SITE USERS, AND TO GENERATE SERVICE
LEVEL AGREEMENT REPORTS

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Technology Center 2100

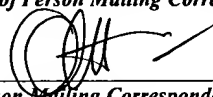
I hereby certify that this Amendment Transmittal (1 page); Amendment and Response (10 pages).
(Identify type of correspondence)

is being deposited with the United States Postal Service as first class mail in an envelope addressed to: The

Assistant Commissioner for Patents, Washington, D.C. 20231 on April 23, 2003
(Date)

Carmen M. Constantinescu

(Typed or Printed Name of Person Mailing Correspondence)


(Signature of Person Mailing Correspondence)

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Docket No.: 20496/2 (N/E.)

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APPLICANT(S): Mangipudi et al.

EXAMINER: NGUYEN, Thu Ha T

SERIAL NO.: 09/451,592

ART UNIT:

2155

FILED: November 30, 1999

FOR: METHOD AND APPARATUS FOR PROVISIONING, ASSIGNMENT, MEASUREMENT AND AUDIT SERVICES PROVIDED TO CLUSTERED NETWORK SITE USERS, AND TO GENERATE SERVICE LEVEL AGREEMENT REPORTS.

CERTIFICATE OF MAILING

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to, Box AF, Assistant Commissioner for Patents, Washington, DC 20231 on:

Date

April 23, 2003

By:

Carmen M. Constantinescu

Box AF
Assistant Commissioner for Patents
Washington, D.C. 20231

AMENDMENT AND RESPONSE UNDER 37 C.F.R. §1.116

Sir:

In response to the Office Action dated January 24, 2003, please amend the above identified application as follows and consider the following remarks.